TO: **Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies**

FROM: Amy Mendel-Clemens
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> **BHCE/BWP OPERATIONS MEMO**
>
> **No.: 03-23**
>
> **Date: 03/19/2003**
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>
> **Non W-2 [X]   W-2 []   CC []**
>
> **PRIORITY: HIGH**

SUBJECT: **Data Exchange (DX) Enhancements in CARES**

EFFECTIVE DATE: March 21, 2003

PURPOSE

This memo describes:

1. The addition of a new data exchange screen (DXRC) to be used as a caseload management tool to increase the completion of outstanding data exchange dispositions. DXRC displays all data exchange responses by case.
2. Enhancements to selected data exchange processes.

BACKGROUND

In 2002, the State formed a DX workgroup to identify problems, explore options, and make recommendations for improvements to the data exchange process to ensure data exchange dispositions are completed within 45 days.

The goals of the workgroup were to:
• Maximize the usefulness of data exchanges for local agencies
• Reduce the workload associated with data exchange processes for local agency workers; and
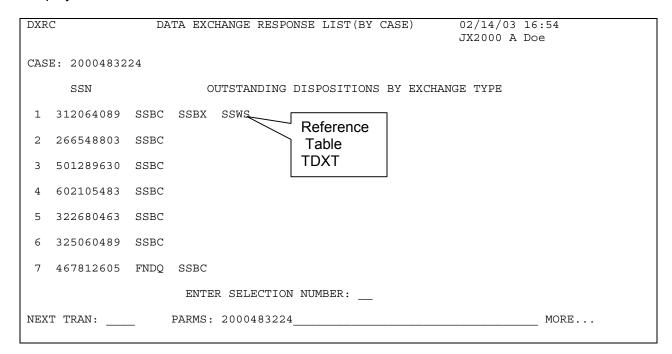• Improve the efficiency and effectiveness of data exchange processes.

PROCESS

In July 2002, over 3 million outstanding DX dispositions older that 18 months were deleted from the CARES system. As a result of feedback from local agencies and analysis of the deleted and remaining DX dispositions, the following enhancements have been made to the CARES Data Exchange System.

NEW DXRC SCREEN (Data Exchange Response List by Case)

This new screen will be scheduled in the review driver or can be tranned to directly. It is scheduled after screen ANRQ. All outstanding dispositions for all individuals in a case are displayed on DXRC.

```
DXRC                    DATA EXCHANGE RESPONSE LIST(BY CASE)      02/14/03 16:54
                                                                 JX2000 A Doe

CASE: 2000483224

     SSN                     OUTSTANDING DISPOSITIONS BY EXCHANGE TYPE

 1  312064089  SSBC  SSBX  SSWS
                                      Reference
 2  266548803  SSBC                   Table
                                      TDXT
 3  501289630  SSBC

 4  602105483  SSBC

 5  322680463  SSBC

 6  325060489  SSBC

 7  467812605  FNDQ  SSBC

                        ENTER SELECTION NUMBER: __

NEXT TRAN: _____    PARMS: 2000483224_____  MORE...
```

ENTER SELECTION NUMBER: On this field enter the number associated with the SSN that you want to display on DXRL. By entering 01 and <enter> DXRL is displayed.

```
DXRL                  DATA EXCHANGE RESPONSE LIST               03/10/03 08:08
                                                              XCTG04 P KIERN
     SSN NUMBER: 312064089        PIN: 2001191235   CASE: 2000483224
     EXCHANGE TYPE:               MATCH MONTH BEGIN:
     STATUS:                      MATCH MONTH END:
     SSN             NAME                    ST    EX TYPE   MATCH DT   ACT
  1  312064089   SMITH   GRAHAM              MI    SSBC      01 22 03   WA
  2  312064089   SMITH   GRAHAM              WI    SSBX      01 26 03   WA
  3  312064089   SMITH   GRAHAM              WI    SSBX      01 25 03   WA
  4  312064089   SMITH   GRAHAM              WI    SSBX      01 24 03   WA
  5  312064089   SMITH   GRAHAM                    SSWS      01 23 03   WA
```

The DXRL functionality remains the same. You can get back to DXRC by pressing PF20. At any time during processing if you want to get back to DXRC, but have lost the CARES case number in the parm, tran back to DXRL with the SSN and then you can PF20 to DXRC.

OTHER DX ENHANCEMENTS

1. SWICA Match Criteria Change
Current – Many times, application for public assistance is made following a job loss. Several months later, an eligibility worker may receive a DX discrepancy through SWICA because of wages that the applicant received in the months prior to making application, which may not be applicable to the case.

SWICA matches used a $1000 per quarter tolerance level per case in the discrepancy determinations. In other words, total quarterly earned income reported for the entire case was compared to individual quarterly income reported by the employer when creating the DX discrepancy match and disposition.

New – The match criteria for SWICA has been changed to provide more accurate quarterly wage match discrepancy information. The quarterly wage matches will be completed only for individuals who are active in CARES for **all 3 of the calendar months in the quarter**. This is being done to reduce workload by providing matches only in situations where worker follow-up would be most beneficial for program integrity.

New match criteria allows a $300 tolerance level **per individual per quarter**. The match assesses whether the amount entered in CARES is greater or less than the amount reported by the employer. This change increases the accuracy of the match information and the creation of DX discrepancy. Eligibility workers will still have the ability to query quarterly wage information for any applicant or recipient, however many inappropriate dispositions will no longer be created.

2. DXNH (New Hire)
Current - DXNH information is displayed monthly identifying new employment for individuals when the Federal Employer Identification Number (FEIN) is not found on AFEI for an individual.

New – Beginning April 2003, these matches will run weekly. Friday, April 4th will be the first weekly match for new hires. This will not increase the total number of matches that a worker receives, since the matches will be spread out over the entire month, however the information will be more current and meaningful.

> **NOTE** ➤ These matches can be reduced by entering the FEIN for an employer on CARES screen AFEI when a recipient reports new employment.   The FEIN can be found on DXQE, accessed from DXQW.

3. DXUC (Unemployment Insurance)
Current - Eligibility workers are informed via DXBM when the DXUC matches and dispositions are created.   The tolerance level is $50 per month. Currently matches are communicated through DXBM only.

New – The new process will provide alerts to eligibility workers when the unemployment insurance income amount that has been entered in CARES is greater or less than the amount reported by the Division of Unemployment Insurance (DUI).   Eligibility workers will receive alerts when dispositions have been created due to discrepancies in the income amounts. The tolerance level has been increased to $100 a month.

For the UCB match, the new alerts generated are alert 345 to the primary worker of the case and alert 346 will be an informational alert generated to the secondary worker.

For Internet UCB the new alert for the primary worker is 342. The new informational alert for the secondary worker is 343.

4. SSWS (SSN Mismatch)
Current - Eligibility workers will continue to receive an alert when a social security number (SSN) entered in CARES does not match the SSN verified by the Social Security Administration. These SSN discrepancies must always be resolved.

New – A disposition will no longer be generated for these mismatches.   All outstanding SSWS dispositions will be updated to NA status on 3/21/03.

> **NOTE** ➢ When you delete an SSN from ANID, it will show as an alias SSN on AIAL. If the alias on AIAL is the result of a typo and it is not a truly verified alias SSN that the client has used, you should delete that SSN from AIAL to avoid future DX matching.

CONTACTS

BHCE CARES Information & Problem Resolution Center

> Email: carpolcc@dwd.state.wi.us
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Note: Email contacts are preferred. Thank you.

DHFS/DHCF/BHCE/PK